

I do not want the FCC to allow VRS providers to restrict deaf clients from making decisions about which provider can best serve their needs. Some providers are better than other providers the employees they hire are better and that is something learned through experience with a variety of providers of VRS services. The same way I am able to choose telephone service providers, deaf and HH clients should be able to have choices in who provides VRS to them. It seems the ADA is clear. Americans with Disabilities are not to be discriminated against. Allowing providers to make decisions and profile phone numbers through the 711 routing system has already caused problems at my home where there are hearing and deaf using relay systems. Please have your regulations remove anything which limits consumer education on services available and choices during the process of using these valuable services.